AYRshare

getting it right for every child

USER GUIDE

V3

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1. Introduction

"To improve the well-being of children and young people through the implementation of a secure, shared information system that will enable coordinated and efficient support by well-informed personnel, working in partnership to achieve appropriate and timely interventions, and improved outcomes."

Ayrshare Vision Statement 2012

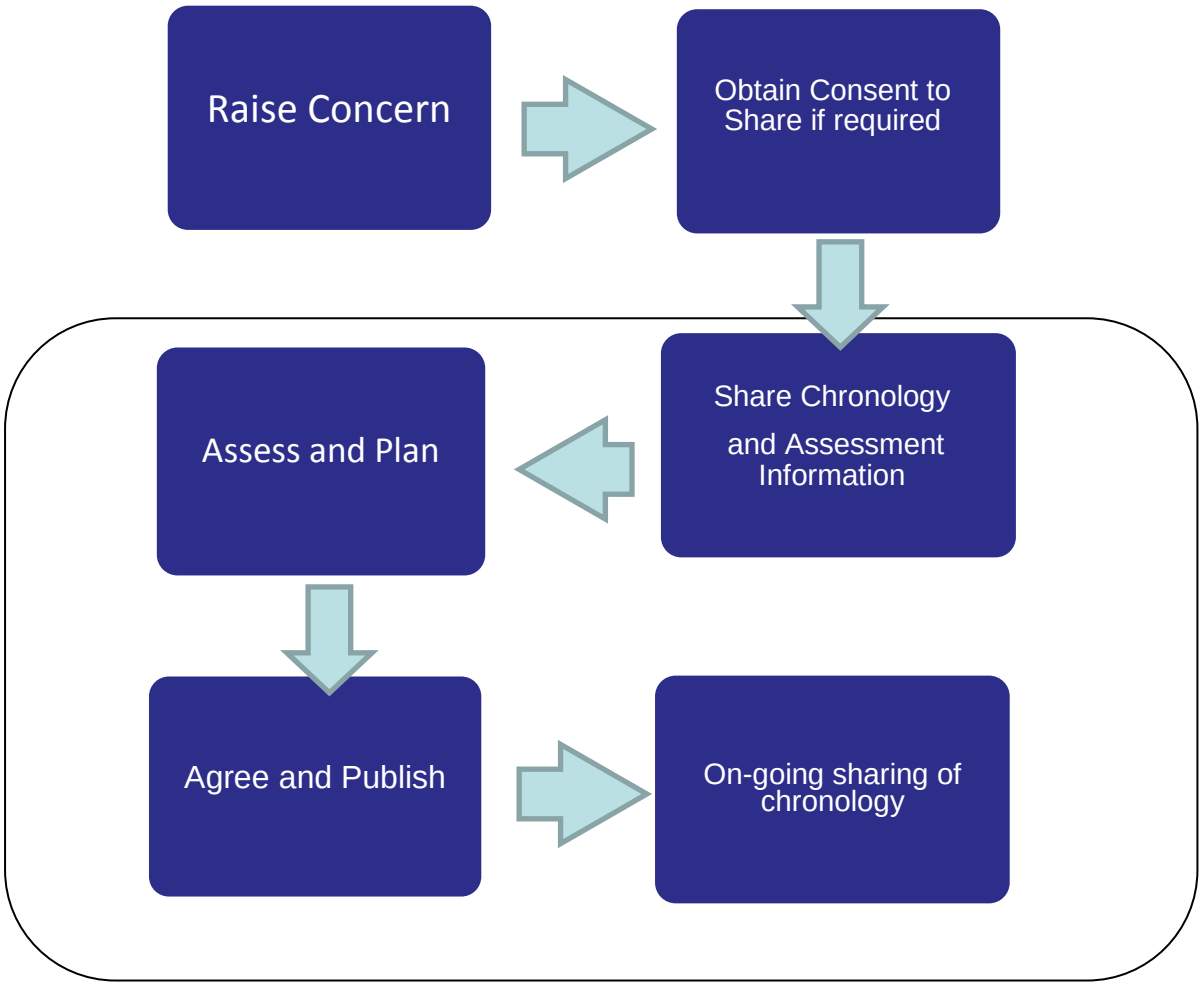
Within Ayrshire, an electronic information sharing system has been developed known as **Ayrshare** to support practice and enhance information sharing between professionals involved with a child or young person. An **Ayrshare** folder can be opened by a child or young persons Named Person or Lead Professional when it is identified that assessment information is required to be shared to maximise outcomes.

Using AYRshare to decide on appropriate actions at an initial stage

Ayrshare is an electric information sharing tool that practitioners can use to share a child's plan, assessment information and chronologies. Below is a suggested process for deciding if **AYRshare can help in making decisions at an early stage**

- Concern is identified.
- Obtain consent to Share (if required)
- If you are not the Named Person discuss the concern with the Named Person.
- If the Named Person identifies a concern or is told of a concern make enquires of other agencies in case they can provide further information.
- If there are shared concerns across agencies consult with these agencies and decide if an AYRshare record is required to 'pool' significant events and concerns that will be captured within the AYRshare 'chronology'
- Once this is agreed and agencies share their concerns and other significant events the Named Person can view these **and in consultation** with the other agencies decide on the way forward. This could be :-
  - Support is provided by a single agency
  - Multi-agency support is provided
  - Further assessment and a 'Child Assessment and Plan' is required (A Lead Professional will be required)

Responding to concerns



Using AYRshare to construct a Child's Plan.

An AYRshare Record should be created for **every child** who has an Integrated Child's Plan. This will be :-

- **all children on the Child Protection Register or are subject to a Child Protection investigation,**
- **all children where a request is received for a Children's Hearing report,**
- **all children who are looked after and looked after and accommodated,**
- **all children where a request is to be made to the North Ayrshire Partnership Forums.**

Any other circumstance where two or more agencies are working together and a Child's Plan is required should have an 'AYRshare Record' opened.

An AYRshare Record can also be opened by a 'Named Person' to gather information at an initial stage to help them decide on the next steps.

Process

- A decision is made that an integrated Child Assessment and Plan is required, either through statutory or other means.
- The Named Person or Lead Professional creates an AYRshre Record if this doesn't exist already. (In the case of a Child Protection investigation where there is no previous AYrshare record, the sending of the Child Protection message created by Social Work will create the record in AYRshare).
- The Lead Professional adds the contact details of the' team around the Child'.
- When a report is received from the Reporter a Significant Event should be recorded as this will alert the team around the child that this has been requested.
- The Lead Professional in consultation with others agrees on what information is to be provided by whom and in what form.
- In the new Child's Plan there are Sections for Education and Health to complete. **This is specific to a child's Education and Health. However, it is the responsibility of *all* professionals to be aware of a child's holistic needs, and therefore all the 'team around the child' should attempt to complete as much of the form as possible.**
- Once the agency specific Child's Plan is ready for sharing it should be uploaded to AYRshare as a **'Draft'** document. Other documents can also be uploaded into AYRshare that are appropriate to helping assess the needs of the child. Significant events should continue to be shared.
- The Lead professional will now collate the information onto one form and in consultation with others come to a clear recommendation and outcome focused plan and make the document **'Final'**
- The child's chronology should be printed and attached to the Child's Plan (or sent along with it to the desired recipients)

Partnership Forum

When a request is to be made to the Partnership Forum an AYRshare record will need to be created and the contact **'Erin Howie'** added to the contact list for the child. Once you are contacted by the Partnership Forum Admin you will be asked to remove the contact.

For Partnership Forum reviews add **'Erin Howie**'contact back on to the child's record so it can be downloaded. Once this is complete you will be asked to remove the contact once more.

2. Getting Started

In order to gain access to **Ayrshare** you will need to download and complete in full the system access form. Once the form has been completed both you and your line manager (senior manager if you are gaining access as an emergency user) will need to sign and date the form and send it to the **Ayrshare** systems Admin team. If there are no issues with the form then the systems admin team will set up your account.

Once you have been set up as a user of **Ayrshare** you will be allocated a user name which will be your e-mail address and an initial password to log in. When you enter the allocated password you will be prompted to create your own strong password. (Minimum of 8 characters including capitals and numbers) The new password you set will gain you access for the next 90 days before you will be asked to change it again.

AYRshare
Confidentiality Warning
Access to this site is restricted to the people involved in providing a service to the children in the system. If you access information in this site for any other reason, you are breaching confidentiality and data protection.
Login
Username:
Password:
Remember me next time.
Log In
Contact AyrShare admin
eHealth Service Desk 01292 513355 helpdesk@aapct.scot.nhs.uk

Figure 1: Login Screen

There are 4 basic user types on **Ayrshare**:

- Ordinary user
- Emergency User
- Local Admin
- Ayrshare Administrator

2.1. Ordinary User

An **Ordinary User** only has access to a record on **Ayrshare** that they are linked to as a contact. The level of access to each record ("Folder") is controlled by the **Named Person** and **Lead Professional (NP/LP)**. The **NP/LP** maintains the **Contact List** for each record. All **Ordinary Users** can view and add new information such as documents and Chronology events to records either manually or directly from their own system. However only **Ordinary Users** designated as a **NP/LP** can edit or delete Chronology events and delete or withdraw documents from a record.

2.2. Emergency User

An **Emergency User** has access to all records on **Ayrshare** and can search and view any record that they require in the case of an emergency. An **Emergency User** could be someone from Accident & Emergency for example. Although an **Emergency User** has access to all records on **Ayrshare** they can only view records as an ordinary linked contact unless they are already linked to the record as a **NP/LP**.

2.3. Local Admin

Local Admin is a user set up to manage the contact list of new folders created on Ayrshare from their area. As local admin you will be responsible for granting access to the **NP/LP** for the new folders created.

2.4. Ayrshare Administrator

Ayrshare **Administrators** have full access to all records on **Ayrshare.** An **Administrator** can add new users and merge, split, match and delete records.

This manual provides a guide for Ordinary and Emergency and Local Admin users only. A separate manual is available for System Administrators.

3. Home Screen

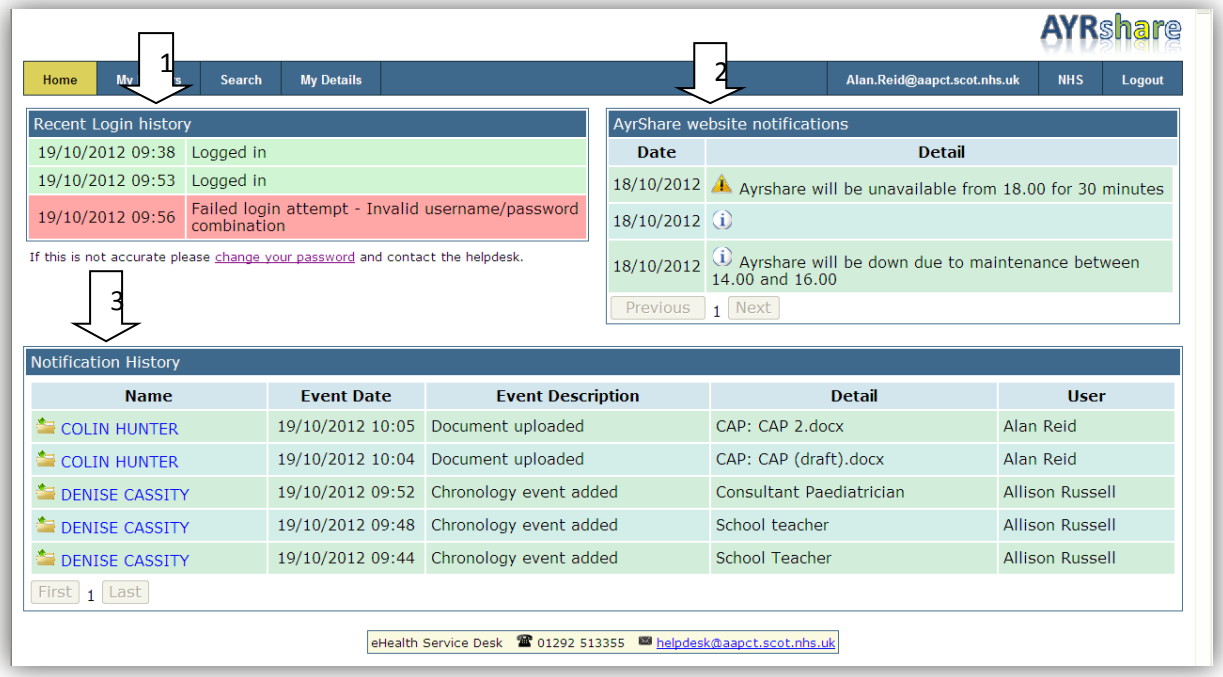

AYRshare
Home
My
Search
My Details
Alan.Reid@aapct.scot.nhs.uk
NHS
Logout
1
2
3
Recent Login history
19/10/2012 09:38 Logged in
19/10/2012 09:53 Logged in
19/10/2012 09:56 Failed login attempt - Invalid username/password combination
If this is not accurate please change your password and contact the helpdesk.
AyrShare website notifications
Date
Detail
18/10/2012 Ayrshare will be unavailable from 18.00 for 30 minutes
18/10/2012
18/10/2012 Ayrshare will be down due to maintenance between 14.00 and 16.00
Previous 1 Next
Notification History
Name
Event Date
Event Description
Detail
User
COLIN HUNTER 19/10/2012 10:05 Document uploaded CAP: CAP 2.docx Alan Reid
COLIN HUNTER 19/10/2012 10:04 Document uploaded CAP: CAP (draft).docx Alan Reid
DENISE CASSITY 19/10/2012 09:52 Chronology event added Consultant Paediatrician Allison Russell
DENISE CASSITY 19/10/2012 09:48 Chronology event added School teacher Allison Russell
DENISE CASSITY 19/10/2012 09:44 Chronology event added School Teacher Allison Russell
First 1 Last
eHealth Service Desk 01292 513355 helpdesk@aapct.scot.nhs.uk

Figure 2: Home Screen

The **Home Screen** (Figure 2) is split 3 boxes:

1. **Recent Login History**: This allows you to monitor your recent login history to see if there are any irregularities e.g. the login history showing you as logged in when you weren't or any failed login attempts that were not you. If the login history is not accurate change your password immediately and contact the helpdesk.

2. **Ayrshare Website Notifications**: This will notify users of any problems or changes to the system e.g. you will be notified here if the system is due to be down for any reason.

3. **Notification History**: This will notify you of any updates to records that you are linked to. For example if a new Chronology event has been added to a record you are linked to it will appear here as a notification. Users can enter a child's record directly from here by clicking on the icon or the child's name. If configured to do so Users will also receive an e-mail for any notifications. Within the e-mail it will have a description of the event and a link taking you directly to the child's record.

4. My Folders

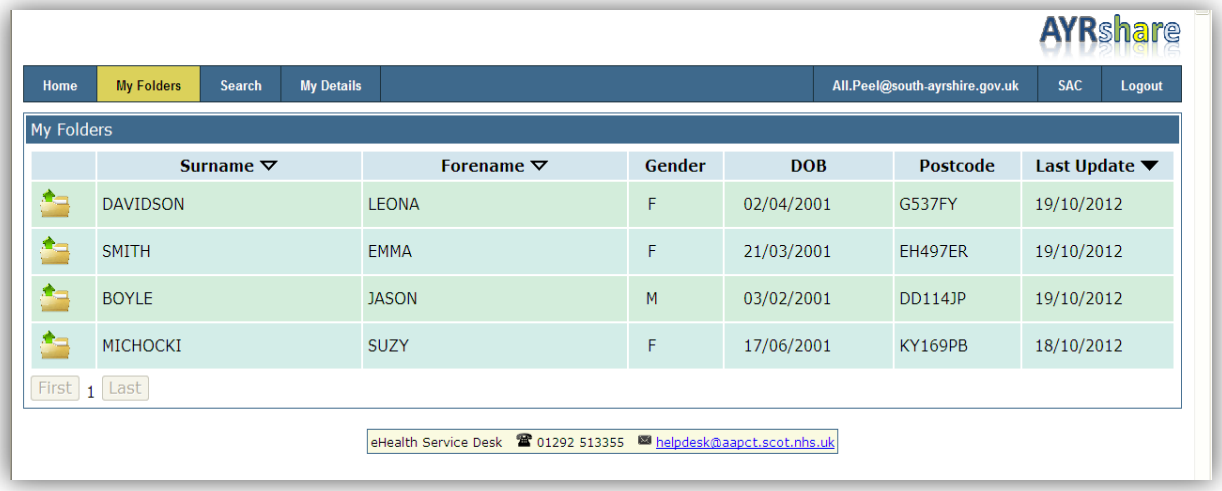


Figure 3: My folder Screen

The **My Folders** screen (Figure 3) shows the records of children for whom you are a linked contact. You can be linked as **Named Person**, **Lead Professional**, or a contact for a child's record. Each child has a "**folder**" and information about the child is stored in this **folder**.

My Folders allows you to quickly access your records by clicking on the icon to open the **folder**. The contents of the folder are described in section 7.

You have the ability to sort the Folders by clicking on the icon. This allows you to sort the folders by:

- Surname
- Forename
- Last update

(Figure 3)

5. Search

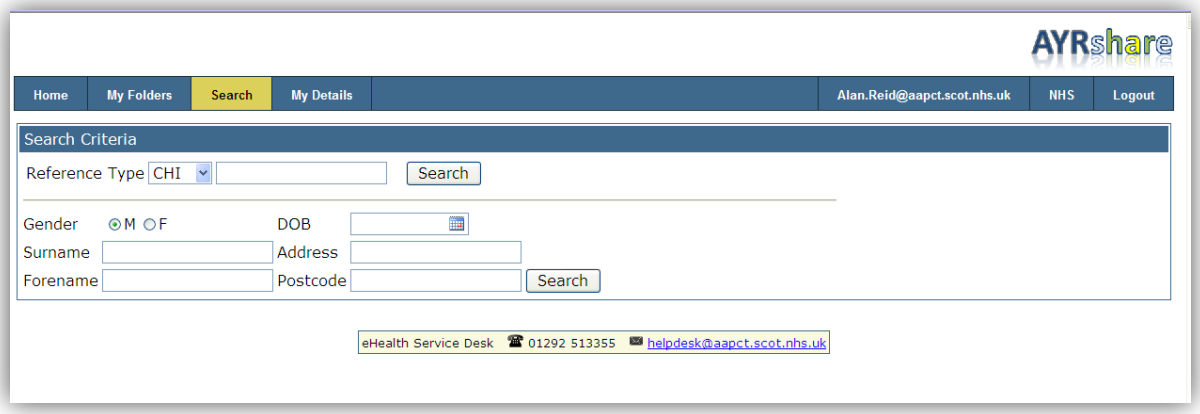


Figure 4: Search Screen

The **Search** screen (Figure 4) is the same for all users and works in 2 ways:

1. Searching using a unique reference type:
    - CHI
    - CareFirst
    - FACE
    - SWIS
    - SWIFT

2. Searching using a minimum of 3 demographic identifiers from:
    - Gender
    - Forename
    - Surname
    - Date of Birth
    - Address
    - Postcode

Once the Search has been complete the results will be shown as below in Figure 5.

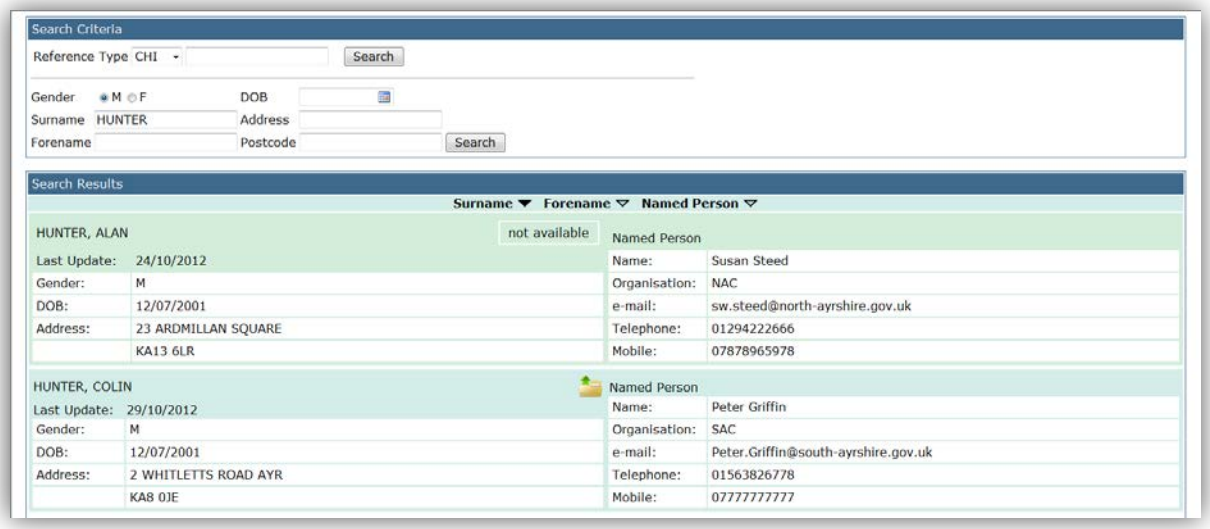


Figure 5: Search results

As can be seen from Figure 5 the results show the child's basic demographic information and the **NP**'s contact details.

Figure 5 shows that one of the records is

to view. This will appear if you are not a linked contact for the child, therefore you will not have access to the record. If you are a contact or an **Emergency User** then this icon will appear instead allowing you to open the record.

5.1. Creating a New Record

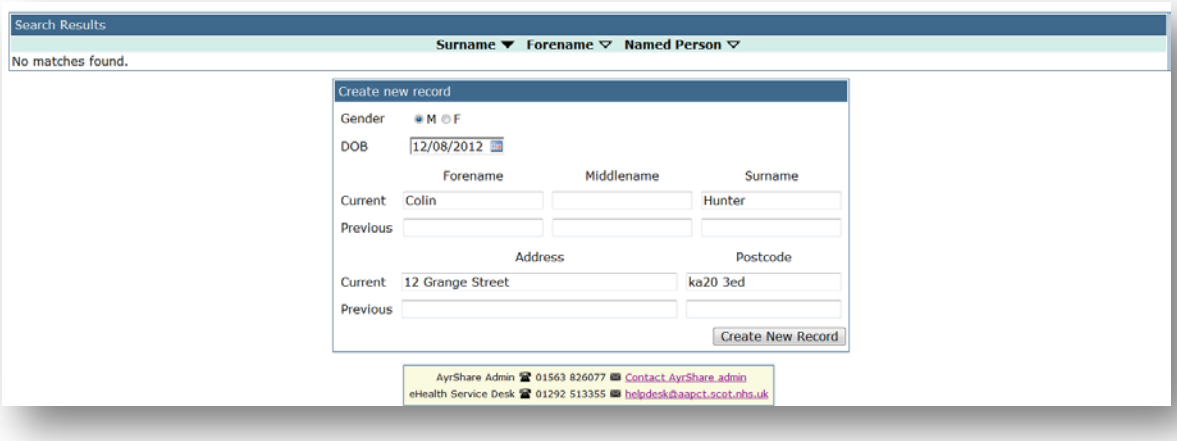


Figure 6: Create New Record

If the record that you have searched for does not appear on Ayrshare then you have the ability to manually create the record.

The **Create New Record** box (Figure 6) will appear below the search results with the criteria that you have searched already filled in, you can then manually complete the rest of the demographic information and click on the 'Create New Record' box. (Figure 6) As only the Child's Named Person and Lead Professional will be permitted to create records on Ayrshare a dialogue box will prompt you to confirm that you are either the NP or LP. The new record will now appear on Ayrshare and you will have immediate access.

5.1.1. Managing Contacts for new folders (Local Admin)

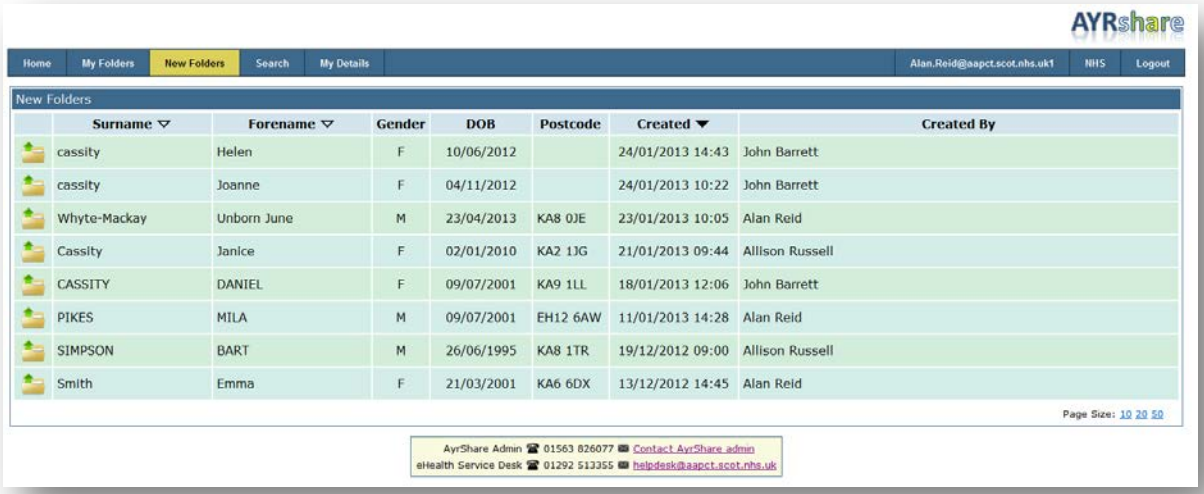

AYRshare
Home
My Folders
New Folders
Search
My Details
Alan.Reid@aapct.scot.nhs.uk1
NHS
Logout
New Folders
Surname
Forename
Gender
DOB
Postcode
Created
Created By
cassity Helen F 10/06/2012 24/01/2013 14:43 John Barrett
cassity Joanne F 04/11/2012 24/01/2013 10:22 John Barrett
Whyte-Mackay Unborn June M 23/04/2013 KA8 0JE 23/01/2013 10:05 Alan Reid
Cassity Janice F 02/01/2010 KA2 1JG 21/01/2013 09:44 Allison Russell
CASSITY DANIEL F 09/07/2001 KA9 1LL 18/01/2013 12:06 John Barrett
PIKES MILA M 09/07/2001 EH12 6AW 11/01/2013 14:28 Alan Reid
SIMPSON BART M 26/06/1995 KA8 1TR 19/12/2012 09:00 Allison Russell
Smith Emma F 21/03/2001 KA6 6DX 13/12/2012 14:45 Alan Reid
Page Size: 10 20 50
AyrShare Admin ☎ 01563 826077 Contact AyrShare admin
eHealth Service Desk ☎ 01292 513355 helpdesk@aapct.scot.nhs.uk

Figure 7 Local Admin screen

Local Admin is a user who has access to all new folders created in their area. E.g. A local admin for South Ayrshire will only have access to folders created by South Ayrshire personnel and the same applies for the NHS, NAC etc.

As a local admin your main role is to manage the contact lists of new folders. To do this you have access to a 'New Folders' tab. (Figure 7) This tab allows you to see all the new folders created in your area on Ayrshare. From here you can access the new folders by clicking on the folder icon and go in and manage their contact list.

To see how to manage the contacts for a folder see section **7.5. Contacts.**

6. My Details

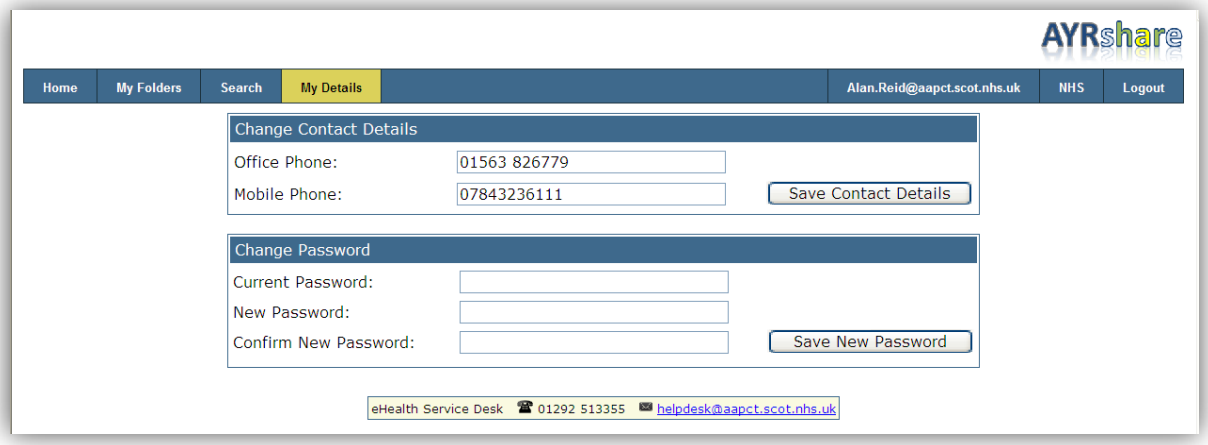


Figure 8: My Details Screen

My Details screen (Figure 8) allows you to change your basic details such as:

- Office Phone number
- Mobile Phone number
- Password

If you need to make any other changes to your details then you will need to contact a system administrator.

7. Folders (Records)

The screen that appears for a child's record will differ depending on your level of access.

Figure 9 below shows a record from an **Ordinary User's** point of view and Figure 10 shows it from a **NP/LP's** point of view.

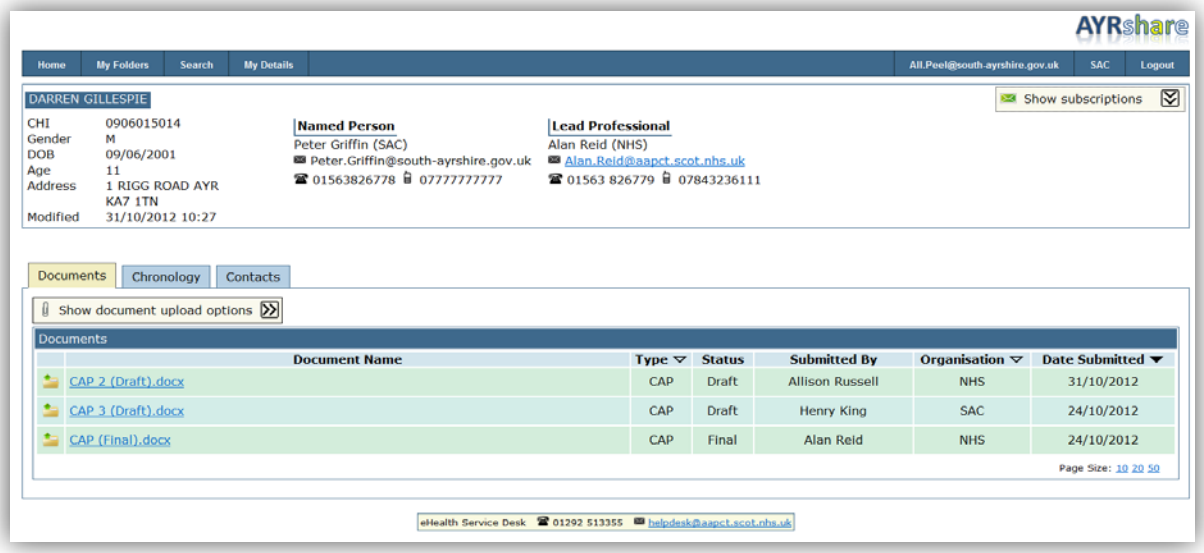


Figure 9: Child's Record (Ordinary User)

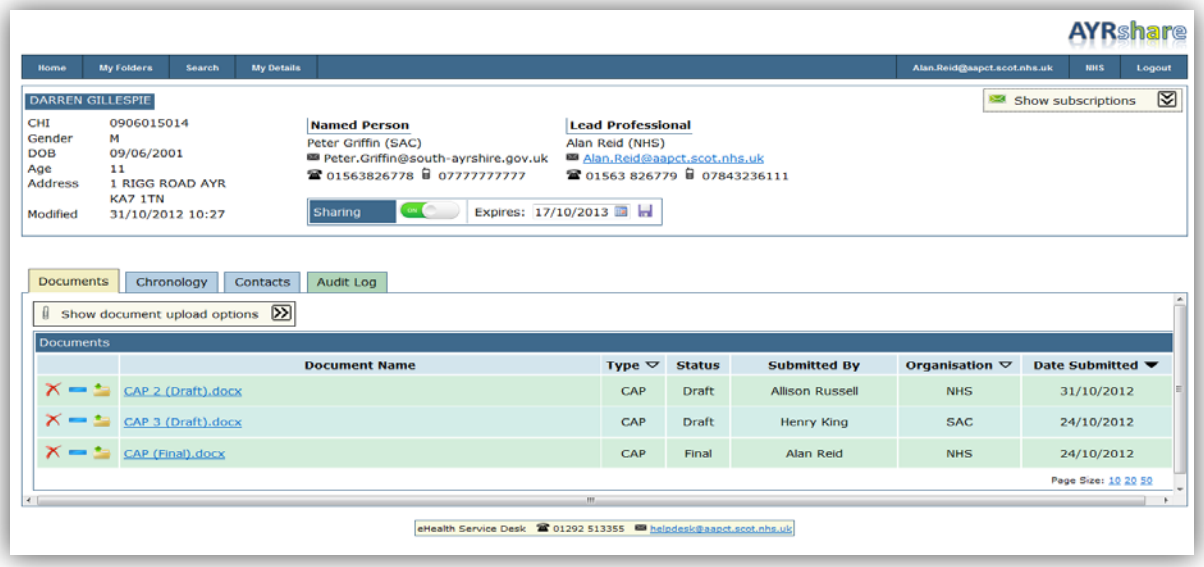


Figure 10: Child's Record (Lead Professional/Named Person)

Both screens show the child's:

- Demographic details:
    - CHI – Community Health Index number
    - Gender – M or F
    - DOB – Date of Birth in format dd/mm/yyyy
    - Age – calculated from the Date of Birth
    - Address – including Post Code
- **NP/LP's's** contact information
    - Name (Organisation)
    - E-mail address
    - Telephone Numbers – Office and Mobile
- Modified – the date and time when the record was last modified

Both screens also allow you to edit the amount of e-mail notifications by clicking on the 'Show Subscriptions' button. This displays a drop down menu (Figure 11) that allows you to control what type of e-mail notifications to receive. By default, you receive an e-mail notification whenever new information is added to the Child's folder.

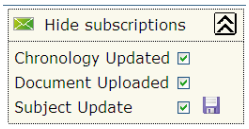


Figure 11

As a **NP/LP** you have the additional ability to enable or disable the sharing of a **Folder** and the ability to set an expiry date for the sharing of a **Folder**.

7.1. Enabling or Disabling sharing (NP/LP)

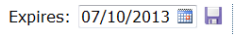
The process of enabling or disabling the sharing of a Record is as follows:

- Click on the

button shown in Figure 10.
- This will bring up a dialogue box asking 'Are sure you would like to disable sharing';
- Select 'Yes' to disable sharing.
- Enabling sharing is done using the same process.

Once sharing has been disabled only a **NP/LP** will have access to the Record.

7.2. Setting an expiry Date (NP/LP)

Click on the calendar to select date or free-type date in field 

then click save icon.

7.3. Documents

The Documents screen allows you to view documents that are stored in the child's folder. (Figure 12)

By entering a child's folder you are automatically taken to the document screen. You can open a document by either clicking on the icon or the document name. This will open the document on your desktop therefore any changes you make will not be saved on **Ayrshare** unless you save the document and upload it as a new document to **Ayrshare.**

All contacts have the ability to upload new documents to a record. However only a **NP/LP** can delete or withdraw a document (see 7.3.3).

7.3.1. Uploading a document

Although users will be able to upload documents directly from their own system all linked contacts will also have the ability to upload documents manually to a record on **Ayrshare** (Figure 12). It is

very similar to attaching a file to an e-mail. Multiple different types of documents can be uploaded to Ayrshare, including Microsoft Word and Adobe PDF files.

Figure 12 Uploading a Document

To upload a document:

- Click on the

button. (Figure 9 & 10) This will display the upload options. (Figure 12)
- Click 'browse' to display documents stored on your computer or on your network and choose the document you wish to upload;
- Select the Document type:
    - Child's Assessment and Plan
    - Other
- Select the Document status:
    - Draft
    - Final
    - Other
- Click on the

button to complete the upload.

7.3.2. Deleting a Document (NP/LP)

As touched on earlier, as a **NP/LP** you can delete a document from a record.

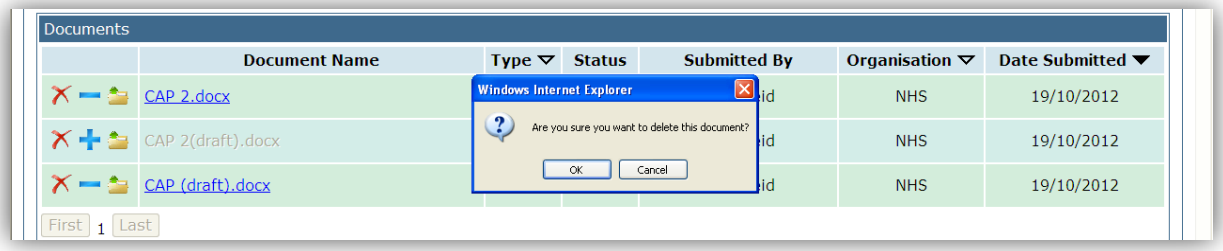


Figure 13: Deleting a Document

To delete a document:

- Click the icon next to the document you wish to delete.
- This will bring up a dialogue box asking 'Are you sure you want to delete this document?'
- Select 'yes' to delete the document.

7.3.3. Withdrawing a document (NP/LP)

For a less final way of removing a document an **NP/LP** has the ability to withdraw a document. Once a document has been withdrawn it is only visible to the **NP/LP.** This means that although the document will no longer be available for other contacts to view there will still be a record of the document for future reference.

To withdraw a document:

- Click on the icon next to the document you wish to withdraw.
- This will withdraw the document from the record and the document name will be faded out.
- To reintroduce the withdrawn document click on the icon next to the faded document. (Figure 13)

7.3.4. Editing a Document (NP/LP)

The **NP/LP** has the ability to edit the document name, type and status by clicking on the icon. (Figure 14)

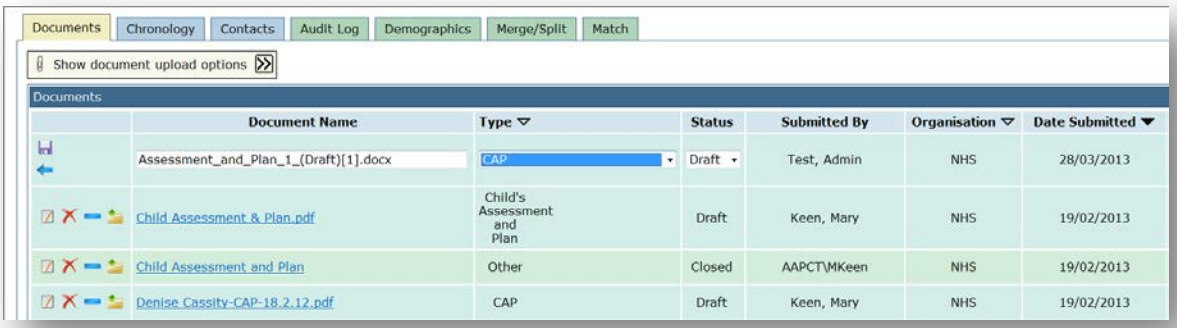
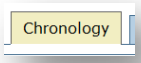


Figure 14: editing a document

7.4. **Chronology**

The **Chronology** screen (Figure 15) shows significant events that have been recorded on AYRshare about a child. These can be automatically added to **Ayrshare** from FACE, Carefirst, SWIS and SWIFT however education will need to manually input significant events on AYRshare.

All Users can view **Chronology** and add new **Chronology** events manually on **Ayrshare**. However only an **NP/LP** has the ability to delete or edit existing **Chronology** events. Figure 15 below shows an example of a **Chronology** from an ordinary contacts point of view. To enter a child's chronology page click on the 

tab in a child's folder.

Org. ALL	Source ALL	Event Date/Time	Significant Event	Outcomes/Action Taken	Activity All	Category ALL	Significance ALL
NAC	Manual	08/01/2014 12:18	Concern Form recieved. New partner moved into the ...	Liase with Social Sevices to decide on the most ap...		Safe	Negative
NAC	Manual	05/06/2013 00:00	Placed on register following conference	Child placed on Child Protection Register	CP	Safe	Significant
NAC	Manual	29/05/2013 00:00	Investigation concluded that injuries were not acc...	Child Protection Investigation ended - CP Case Con...	CP	Safe	Significant
NAC	Manual	20/05/2013 00:00	Adelaide attended hospital with suspected NAI	Child Protection Investigation started	CP	Safe	Significant
NHS	Manual	25/03/2013 15:00	Adelaide has been accused of stealing a mobile pho...	investigation taking place, police in attendance		Active	Negative
NHS	Manual	20/03/2013 00:00	test	test		Safe	Positive
NHS	Manual	29/01/2013 12:00	Attended A/E Ayr Hosp	Admitted for observation		Healthy	Positive
NHS	Manual	03/12/2012 14:45	outpatient appointment waiting area 3 Ayr Hospital	no further appointments-discharged		Healthy	Positive
NHS	Manual	23/11/2012 16:00	Attended Accident/Emergency dept	Admitted to Ayr Hosp		Healthy	Alert
NHS	Manual	21/11/2012 21:30	Left ward earlier today reattended Accident/Emerge...	Readmitted to Crosshouse Hospital		Healthy	Alert

Figure 15: Chronology Screen

Chronology uses a traffic light approach to show the significance of the event:

- Green = Positive
- Amber = Alert
- Red = Negative
- Blue = Significant

(Figure 15)

When you initially enter the chronology it only shows a line or 2 of each significant event. (Figure 15) In order to expand this you can click on the significant event you wish to view and it will open as shown below. (Figure 16)

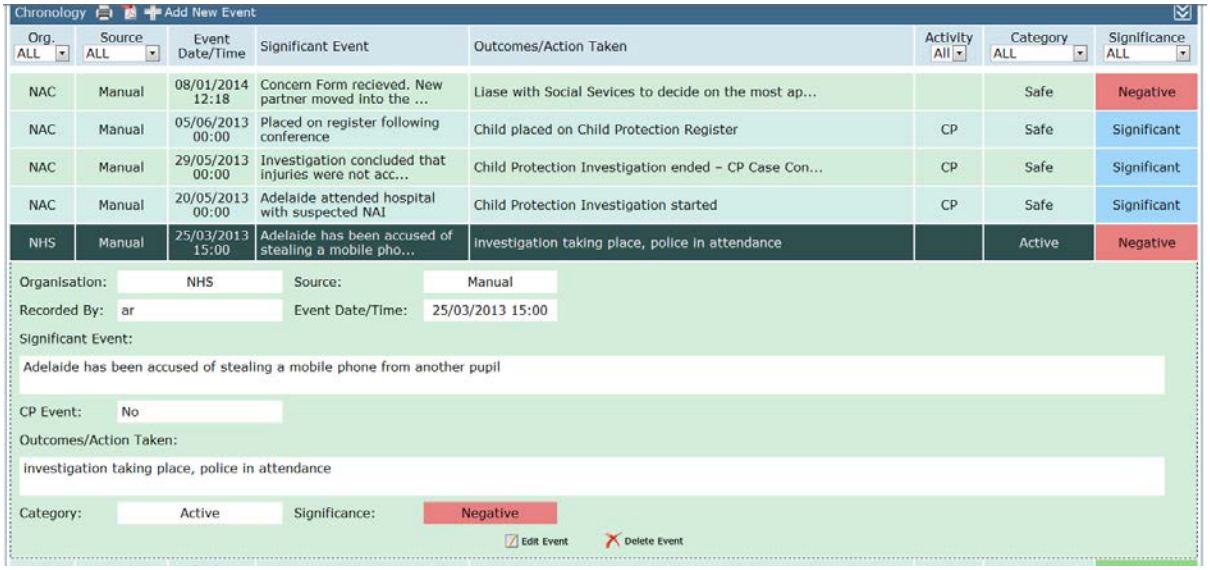

Chronology
Add New Event
Org. ALL
Source ALL
Event Date/Time
Significant Event
Outcomes/Action Taken
Activity All
Category ALL
Significance ALL
NAC Manual 08/01/2014 12:18 Concern Form recieved. New partner moved into the ... Liase with Social Sevices to decide on the most ap... Safe Negative
NAC Manual 05/06/2013 00:00 Placed on register following conference Child placed on Child Protection Register CP Safe Significant
NAC Manual 29/05/2013 00:00 Investigation concluded that injuries were not acc... Child Protection Investigation ended - CP Case Con... CP Safe Significant
NAC Manual 20/05/2013 00:00 Adelaide attended hospital with suspected NAI Child Protection Investigation started CP Safe Significant
NHS Manual 25/03/2013 15:00 Adelaide has been accused of stealing a mobile pho... investigation taking place, police in attendance Active Negative
Organisation: NHS
Source: Manual
Recorded By: ar
Event Date/Time: 25/03/2013 15:00
Significant Event:
Adelaide has been accused of stealing a mobile phone from another pupil
CP Event: No
Outcomes/Action Taken:
investigation taking place, police in attendance
Category: Active
Significance: Negative
Edit Event
Delete Event

Figure 16: Expanded Significant Event

Or you can click on the icon in the top right hand side of the **Chronology.** This will allow you to view all the significant events in full as shown below. (Figure 17)

Chronology
Add New Event
Org. ALL
Source ALL
Recorded By
Event Date / Time
Significant Event
Outcomes / Action Taken
Activity All
Category ALL
Significance ALL
NAC Manual Andrew Keir 08/01/2014 12:18 Concern Form recieved. New partner moved into the family home and they have a history of drug and alcohol abuse. Social Services also notified. Liase with Social Sevices to decide on the most appropriate way forward. Safe Negative
NAC Manual Andrew Keir 05/06/2013 00:00 Placed on register following conference Child placed on Child Protection Register CP Safe Significant
NAC Manual Andrew Keir 29/05/2013 00:00 Investigation concluded that injuries were not accidental Child Protection Investigation ended - CP Case Conference required CP Safe Significant
NAC Manual Andrew Keir 20/05/2013 00:00 Adelaide attended hospital with suspected NAI Child Protection Investigation started CP Safe Significant
NHS Manual ar 25/03/2013 15:00 Adelaide has been accused of stealing a mobile phone from another pupil investigation taking place, police in attendance Active Negative
NHS Manual ar 20/03/2013 00:00 test test Safe Positive
NHS Manual L Boyd 29/01/2013 12:00 Attended A/E Ayr Hosp Admitted for observation Healthy Positive

Figure 17: Whole Chronology Expanded

7.4.1. Manually Inputting Chronology

When manually inputting a significant event you will click on the

button. This will open the form below. (Figure 18)

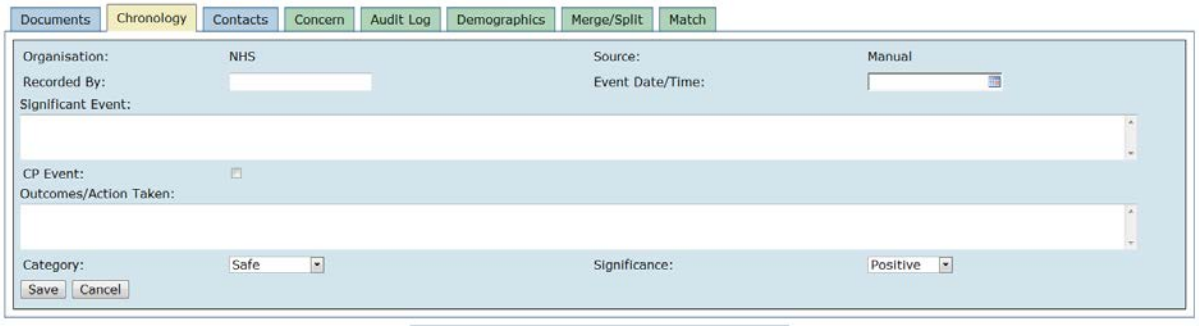


Figure 18: Significant event form

The user will then:

- Input who recorded the significant event and the date and time it was recorded.
- Describe the 'Significant Event'.
- Describe the Outcomes/Action Taken**.**
- Select a category from:
    - Safe
    - Healthy
    - Achieving
    - Nurtured
    - Active
    - Respected
    - Responsible
    - Included

- Select the significance of the event
    - Positive
    - Alert
    - Negative
    - Significant
- Once the significant event has been recorded the user will click on the Save button to add it to the **Chronology.**

7.4.2. Filtering Chronology

Chronology will automatically be sorted into date order (newest first) however users can filter the chronology by

- Organisation
- Source
- Category
- Significance

This is done by clicking on the drop down box under the relevant heading they wish to filter by. (Figure 19) For example an NHS worker could filter the chronology so that only chronology events from the NHS are shown.

Figure 19: Filtering Chronology

Users can print Chronology by clicking on the icon and can save Chronology as a PDF by clicking on the icon. (Figure 19)

7.4.3. Chronology as NP/LP

As a **NP/LP** you also have the ability to:

- Delete significant event using the icon when the chronology has been expanded.
- Edit a significant event using the icon when the chronology is expanded. This will open up the significant event in the form that is used when manually creating a significant event allowing the **NP/LP** to make the relevant changes and clicking on the Save button. (Figure 20)

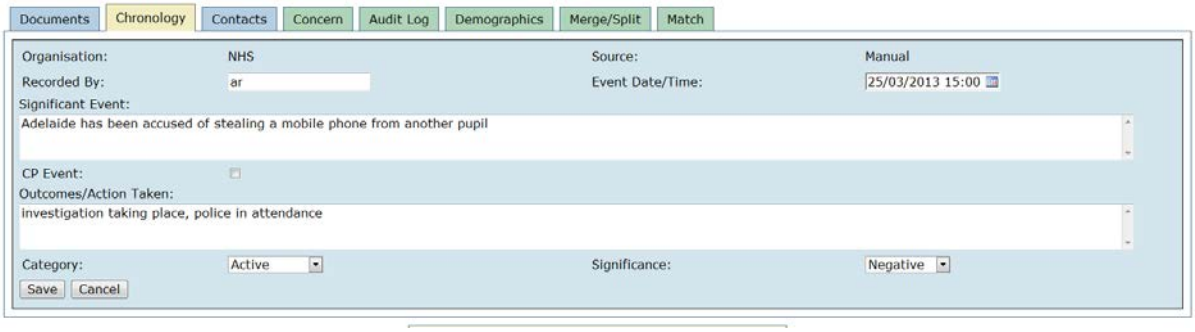


Figure 20: Editing Chronology

7.5. Child Protection Messaging

Ayrshare will now deal with Child Protection Messaging. Once you view a record you will now see straight away if the child has had any child protection activity under the heading of CP activity next to the childs demographics.

Figure 21: CP activity

Child Protection events can be sent over from the Carefirst system or manually inputted in the chronology section on Ayrshare where the messages will appear. (Figure 22)

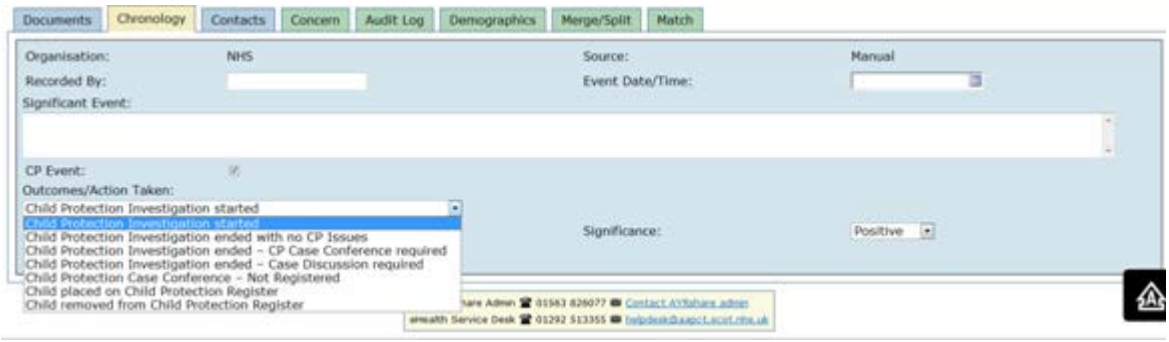


Figure 22: CP messages

As seen from figure 22 child protection messages are clearly marked in the chronology by having CP under activity. Manually adding a CP event is done in much the same way as adding a significant event except that the CP event box must be ticked. (Figure 22)

Once the CP event box has been ticked the Outcomes/Action Taken will section will now have the 6 set responses shown below instead of a text box.

- Child Protection Investigation started

- Child Protection Investigation ended with no CP issues
- Child Protection Investigation ended – CP Case Conference required
- Child Protection case conference- Not Registered
- Child placed on Child Protection Register
- Child Removed from Child Protection Register

(Figure 22)

Once you have selected the relevant message you would just fill in the rest of the sections as you would with chronology making sure that you always select significant under significance and click on the icon to add the Child Protection Event.

7.6. Contacts

The contacts screen shows every user that has access to the record. An ordinary contact will be able to view the contacts list without being able to make any changes. (Figure 23)

To view the child's contacts page click on the Contacts tab in the child's folder.

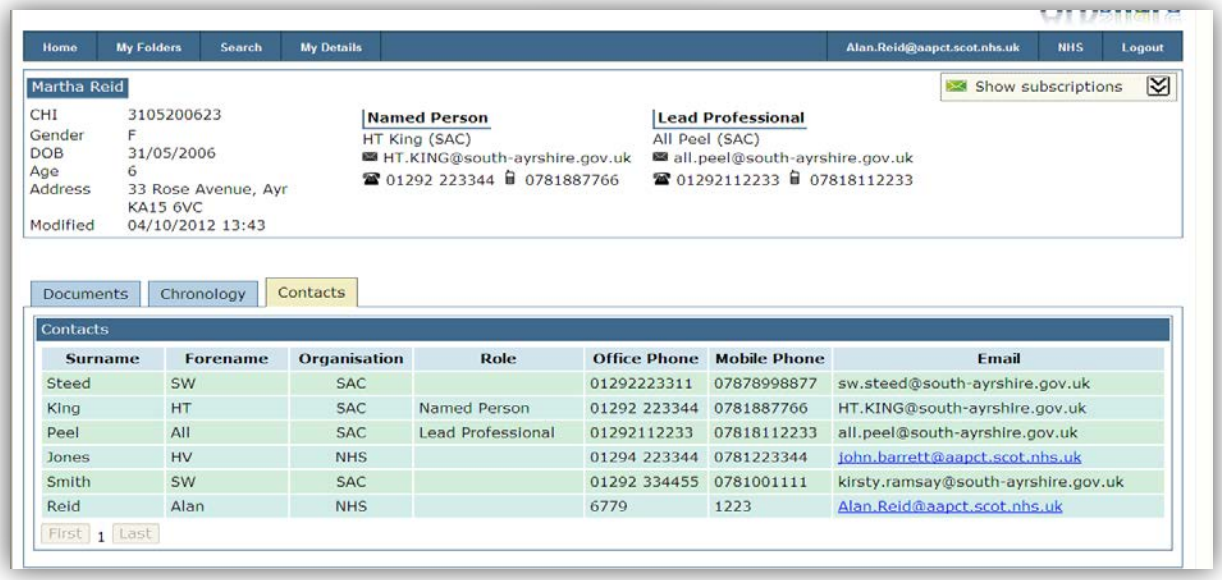


Figure 23: Child's Contacts on Ayrshare from an ordinary contacts perspective

As a **NP/LP** or **Local Admin** you have more options on this screen. You have the ability to both delete a contact and add a new contact.

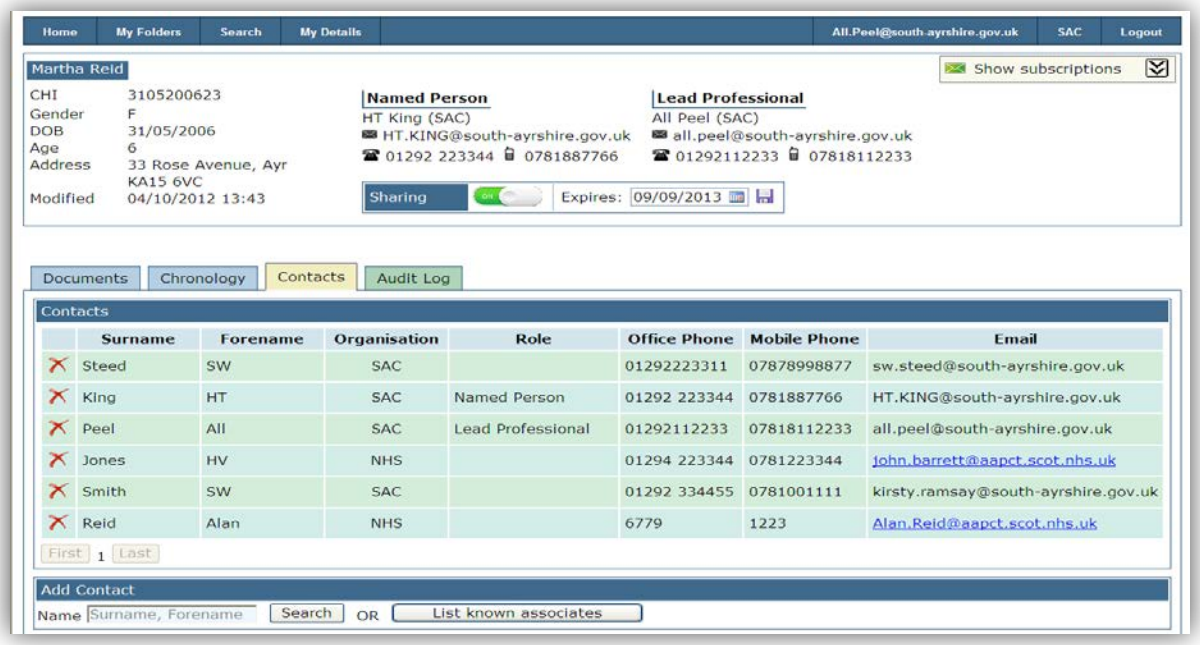


Figure 24: Child's Contacts from Lead Professional/Named Persons perspective

Click on the icon to delete a contact. (Figure 24)

Adding a new contact can be done in 2 ways:

- Searching for the user you wish to add in the box under 'Add Contact'.
- Or by clicking on the List known associates button. This displays a list of users with whom you have had previous contact.

  (Figure 24)

From the Search Results (Figure 25) you can choose the appropriate user and select their role from:

- Contact
- Lead Professional
- Named Person.

  (A record can only have 1 Named Person and 1 Lead Professional)

Once their role has been allocated click on the icon in order to complete the addition of the new contact.

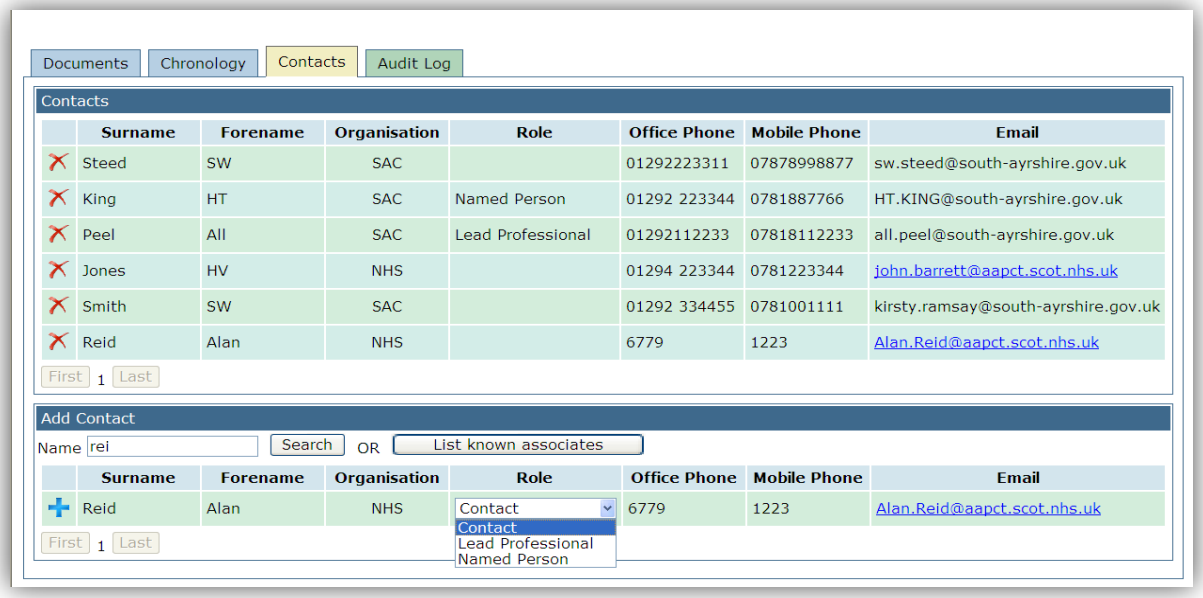
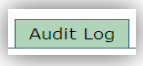


Figure 25: Adding a new Contact

7.7. Audit Log (NP/LP)

As **NP/LP** you also have access to an audit log for the child's record (Figure 26). This allows you to monitor any changes that have been made to the record and also allows you to keep track of who has been viewing the record. To view the audit log click on the 

tab in the child's folder.

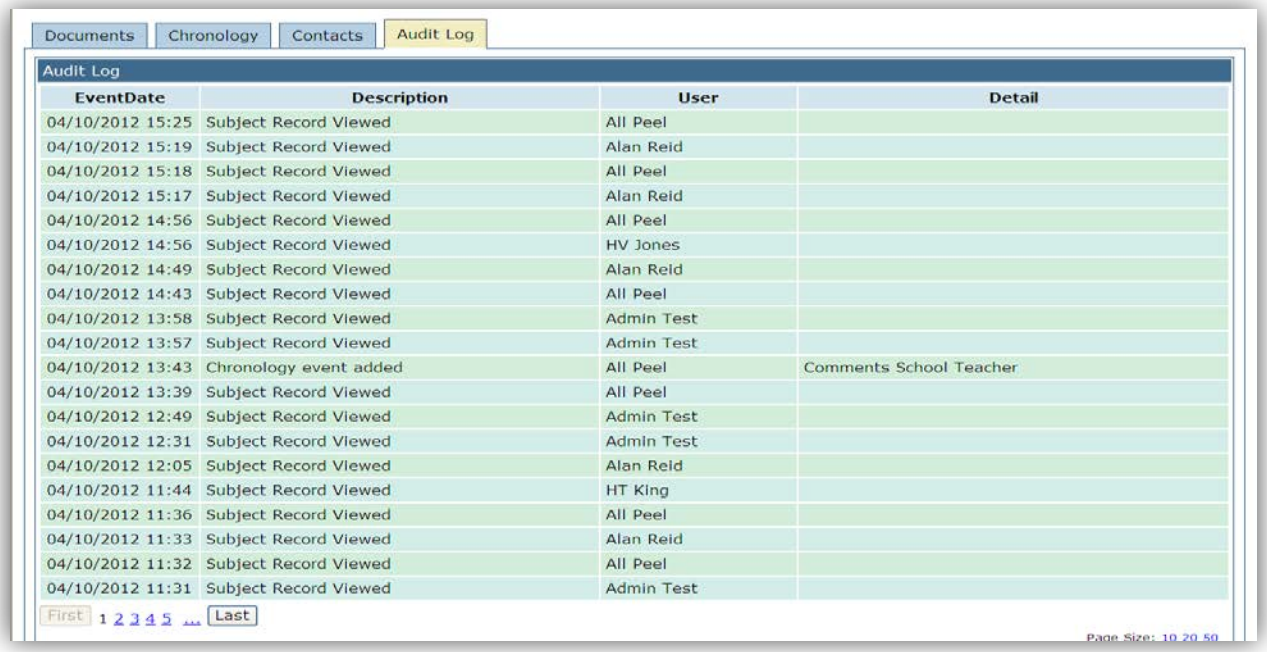

Documents
Chronology
Contacts
Audit Log
Audit Log
EventDate
Description
User
Detail
04/10/2012 15:25 Subject Record Viewed All Peel
04/10/2012 15:19 Subject Record Viewed Alan Reid
04/10/2012 15:18 Subject Record Viewed All Peel
04/10/2012 15:17 Subject Record Viewed Alan Reid
04/10/2012 14:56 Subject Record Viewed All Peel
04/10/2012 14:56 Subject Record Viewed HV Jones
04/10/2012 14:49 Subject Record Viewed Alan Reid
04/10/2012 14:43 Subject Record Viewed All Peel
04/10/2012 13:58 Subject Record Viewed Admin Test
04/10/2012 13:57 Subject Record Viewed Admin Test
04/10/2012 13:43 Chronology event added All Peel Comments School Teacher
04/10/2012 13:39 Subject Record Viewed All Peel
04/10/2012 12:49 Subject Record Viewed Admin Test
04/10/2012 12:31 Subject Record Viewed Admin Test
04/10/2012 12:05 Subject Record Viewed Alan Reid
04/10/2012 11:44 Subject Record Viewed HT King
04/10/2012 11:36 Subject Record Viewed All Peel
04/10/2012 11:33 Subject Record Viewed Alan Reid
04/10/2012 11:32 Subject Record Viewed All Peel
04/10/2012 11:31 Subject Record Viewed Admin Test
First 1 2 3 4 5 ... Last
Page Size: 10 20 50

Figure 26: Audit Log for Child's Record

8. Reporting Issues/Faults With The System

If you are experiencing any issues with the system then it is important that you log the issue with either eHealth or the systems admin team. Their contact details appear at the bottom of each screen on Ayrshare. (Figure 27)

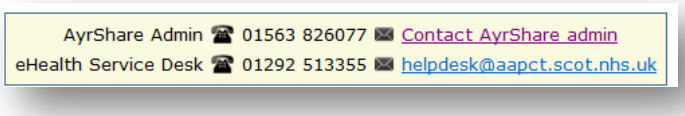


Figure 27: eHealth and Admin's contact information

If the issue is a technical fault e.g. a page won't load or Ayrshare is crashing then you would e-mail eHealth, however if the issue is with content or access to Ayrshare then you would click on the 'Contact Ayrshare Admin' button which will bring up a new screen. (Figure 28)

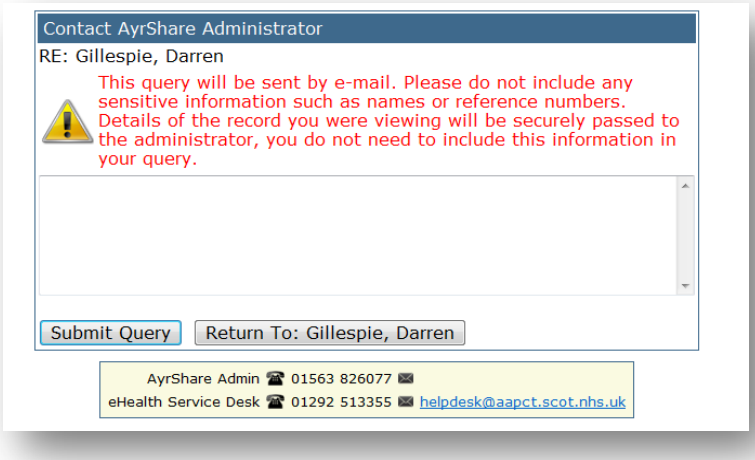

Contact AyrShare Administrator
RE: Gillespie, Darren
This query will be sent by e-mail. Please do not include any sensitive information such as names or reference numbers. Details of the record you were viewing will be securely passed to the administrator, you do not need to include this information in your query.
Submit Query
Return To: Gillespie, Darren
AyrShare Admin 01563 826077
eHealth Service Desk 01292 513355 helpdesk@aapct.scot.nhs.uk

Figure 28: Contact Ayrshare Administrator

No sensitive information should be contained within the query however Admin will get a direct link to the record that you were viewing when you spotted the fault, therefore allowing you to describe the fault without putting any sensitive information in the e-mail. You can also speak to the admin team directly using the telephone number displayed next to Ayrshare Admin.

The Admin team will then work to resolve the issue as quickly as possible and will advise you of the outcome.

9. Logging Out

When finished using **Ayrshare** all users should log out by clicking on the 'Logout' button found in the top right hand corner of screen.

Ayrshare will automatically log you out if it has been idle for a certain period of time.

10. NAC Concern Form Pilot

During the pilot concern forms will be uploaded to AYRshare and these will only be viewable to the NP and LP. Concern forms will be uploaded on to AYRshare by either the AYRshare admin team or by designated "Notifiers". The admin team will then add the concern form to the appropriate record on AYRshare or create a new record if there is no existing record on AYRshare.

If a concern form has been uploaded to a record on AYRshare a notification will be sent to the **NP/LP** and a new 'Concern' tab will automatically created that only the **NP/LP** will have access to. (Figure 29)

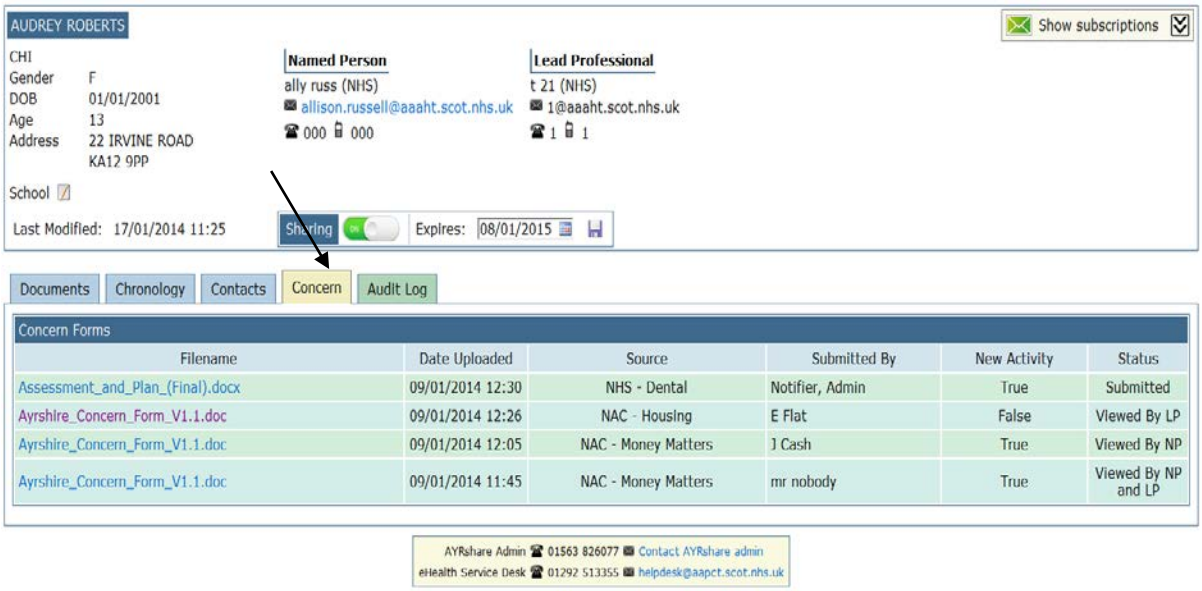


Figure 29: Concern Tab

The Concern tab will allow the NP/LP to view any concern forms for that record and it will provide basic information regarding the concern form.

- Filename
- Date Uploaded
- Source e.g. Housing
- Submitted by
- New Activity (The record has been created on the basis of the concern form)
- Status (This tells you if the form has been viewed by the NP, LP or both)

Once they have viewed the concern form NP/LP will then decide on the appropriate action.

10.1. Notifier

The Notifier is a new role that has been created for the concern form pilot. The Notifier has very limited access to Ayrshare and cannot access any records. Their sole purpose on Ayrshare is to upload a concern form.

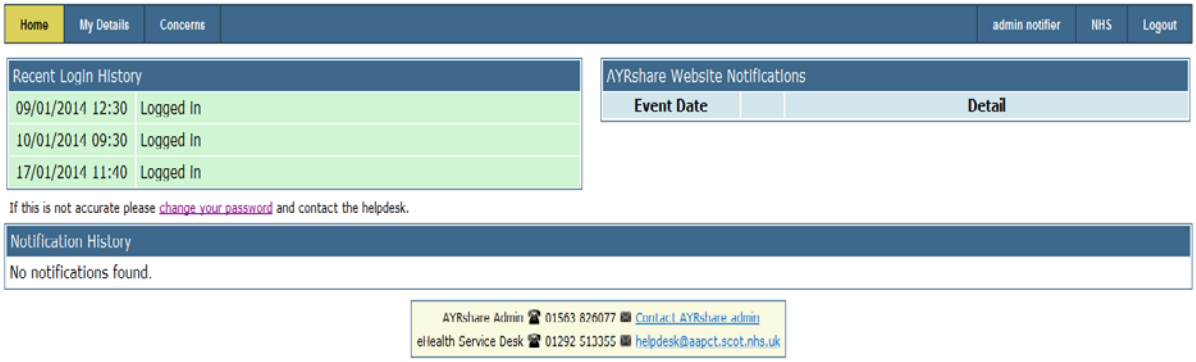


Figure 30: Notifier Home Screen

A Notifiers home screen is the same as any other user on AYRshare with the exception that their "Notification History" will always remain blank. They also only have 3 tabs that they can access "Home", "My Details" and "Concerns". (Figure 30)

The "Concerns" tab is where the Notifier will upload the concern form. They will simply need to click on the "Browse" button and select the concern form from there Hard Drive and then click on the "Upload Concern Form" button. The Concern Form will then appear below under "New Concern Forms" (Figure 31)

Figure 31: Concerns Tab

The Notifier will only be able to view the concern forms that they have uploaded.